



Information platform services Installation Guide

- Information platform services 4.0 Support Package 4

2012-06-05

Copyright

© 2012 SAP AG. All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, SAP HANA and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries. Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company. Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company. Crossgate, m@gic EDDY, B2B 360°, B2B 360° Services are registered trademarks of Crossgate AG in Germany and other countries. Crossgate is an SAP company. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary. These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

2012-06-05

Contents

Chapter 1	Introduction.....	5
1.1	About this Document.....	5
1.2	Purpose.....	5
1.3	Integration.....	5
1.4	Constraints.....	6
1.5	Information Available in SAP Service Marketplace.....	6
Chapter 2	Planning.....	7
2.1	Web application servers.....	7
2.2	Web servers.....	8
2.3	Database servers.....	9
Chapter 3	Preparation.....	11
3.1	System requirements.....	11
3.1.1	Account permissions.....	12
3.1.2	Network permissions.....	13
3.2	Preparing the CMS system or Auditing Data Store database.....	13
3.2.1	Extra requirements for IBM DB2.....	15
3.2.2	Extra requirements for Sybase.....	16
3.3	SAP support.....	16
3.3.1	Support for SAP System Landscape Directory (SLD).....	16
3.3.2	Support for SAP Solution Manager Diagnostics (SMD).....	18
3.3.3	Support for CA Wily Introscope.....	18
3.4	Final checklist.....	19
Chapter 4	Installation.....	21
4.1	To run an interactive installation.....	21
4.1.1	To select an install type.....	22
4.1.2	While the installation program runs.....	34
4.1.3	When installation is complete.....	34
4.2	To run a silent installation.....	35
4.2.1	Command-line switch parameters.....	36

4.2.2	Installation option parameters.....	38
Chapter 5	Post-Installation.....	49
5.1	Launching the CMC.....	49
5.2	Troubleshooting login issues.....	49
5.3	Creating additional Adaptive Processing Servers.....	50
5.4	SAP support.....	51
5.4.1	To configure System Landscape Directory (SLD) Data Supplier (DS) post installation.....	51
5.4.2	To configure SMD Agent post installation.....	51
5.4.3	To configure CA Wily Introscope Agent post installation.....	52
5.5	Third-party ERP integration.....	53
5.5.1	To enable Siebel Enterprise integration.....	53
5.5.2	To enable JD Edwards EnterpriseOne integration.....	53
5.5.3	To enable Oracle E-Business Suite (EBS) integration.....	54
5.6	Post-install diagnostic checks.....	55
5.7	Making changes to Information platform services.....	55
5.7.1	To modify Information platform services.....	55
5.7.2	To repair Information platform services.....	57
5.7.3	To remove Information platform services.....	57
Appendix A	More Information.....	59
Index		63

Introduction

This document guides you through the installation of Information platform services.

1.1 About this Document

The following documentation provides administrators with information, procedures, and options for the installation, removal, and modification of an Information platform services server. Two versions of this guide exist:

- *Information platform services Installation Guide for Windows*: for use with Microsoft Windows operating systems (this document).
- *Information platform services Installation Guide for Unix*: for use with Unix or Linux operating systems.

1.2 Purpose

This document is intended for system administrators installing Information platform services. For the latest information, patches, and other information, visit the SAP BusinessObjects support site: service.sap.com/bosap-support.

1.3 Integration

Information platform services is a suite of enterprise-level business intelligence analysis and reporting systems.

The suite will integrate into your existing network, database, authentication, security, and operating systems. For an overview of the technologies and architecture used in Information platform services, and how they can fit into your organization's existing infrastructure, read the *Information platform services Administrator Guide*.

1.4 Constraints

This guide does not describe how to set up a supported host operating system, database, web application, or web server. If you are planning to use a dedicated database, web application, or web server, it must be installed and functioning before attempting to install Information platform services.

1.5 Information Available in SAP Service Marketplace

Information on the following areas is available in the SAP Service Marketplace.

Documentation

Description	Internet Address	Title
Administrative documentation for setting up and maintaining an Information platform services server.	service.sap.com/bosap-support	Information platform services Administrator Guide

For a detailed list of specific platform, database, web application server, web server, and other systems supported by Information platform services, consult the *Platform Availability Matrix*, available at <http://service.sap.com/pam>.

Planning

Information platform services can be installed on Windows, Unix, or Linux platforms.

Before installing:

- Ensure the operating system, application server, database server, and other components on which you will install the Information platform services are supported. See the Product Availability Matrix (PAM) at <http://service.sap.com/pam>.
- Decide whether to use the included Microsoft SQL Server database server for the CMS and auditing database.

If you do not have a database server to use with Information platform services, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your database server vendor to determine which supported database would best suit your organization's requirements.

Note:

If you do not plan to use the default database that is included in the installation program, ensure the database that you plan to use is configured before beginning the installation. The database must have user accounts with the appropriate database privileges ready, and the appropriate drivers must be installed and verified as working. The installation program will connect to and initialize the database.

The installation program will only install a database on the local machine. It cannot install across a network.

- Decide whether to use the included Tomcat web application server.

If you do not have a web application server system to serve Information platform services web applications, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported database would best suit your organization's requirements. To use any other supported web application server, it must be installed, configured, enabled, and accessible before you install Information platform services.

The installation program will only install Tomcat on the local machine. It cannot install across a network.

2.1 Web application servers

You can integrate Information platform services with a Java web application server.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat 6.0 web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's requirements.

Note:

When configuring a production environment, it is recommended that the web application server is hosted on a separate system. Running Information platform services and a web application server on the same host in a production environment may decrease performance.

If Tomcat 6.0 does not meet your organization's requirements, the following web application servers are supported:

- JBoss
- SAP NetWeaver Application Server
- Tomcat 7.0
- WebLogic
- WebSphere

For a list of supported platforms, databases, web application servers, web servers, and other systems supported by this release, see the *Product Availability Matrix (Supported Platforms/PAR)*, available on the SAP BusinessObjects section of the SAP Support Portal at: <https://service.sap.com/bosap-support>.

Note:

- To use a supported web application server other than the bundled version of Tomcat 6.0, it must be running and accessible before you attempt to install.
- The "Web Tier" option installs only web applications to a supported Java web application server. This is useful for deploying web applications to nodes in a web application server cluster.

2.2 Web servers

You can use a dedicated web server to host static web content, such as images, HTML, or multimedia files. This is known as a split deployment. Split deployments increase the performance of the web application server as it no longer needs to serve static content, and returns dynamic content only when required.

The web and web application servers can run on the same machine, or on separate machines across a network. Information platform services supports the following combinations of web servers and web application servers:

- Apache 2.2 web server with Tomcat (6.0.20 or newer) or 7 (7.0.8 or newer)
- Apache 2.2 web server with WebLogic 10.x
- IBM IHS web server 6 with WebSphere 6.1 (6.1.0.7 or newer)
- IBM IHS web server 7 with WebSphere 7.0 (7.0.0.11 or newer)

For a list of supported platforms, databases, web application servers, web servers, and other systems supported by this release, see the *Product Availability Matrix* (Supported Platforms/PAR), available on the SAP BusinessObjects section of the SAP Support Portal at: <https://service.sap.com/bosap-support>.

2.3 Database servers

If you do not have a database server in place for use with Information platform services, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your database server vendor to determine which supported database would best suit your organization's requirements.

Microsoft SQL Server is the default database server. Any other database server must be running and accessible when you run the installation program. Information platform services also supports the following database servers:

- IBM DB2
- Oracle
- MaxDB
- MySQL
- Sybase

Note:

Before installing Microsoft SQL Server, ensure that the account being used has the appropriate privileges. Microsoft SQL Server installation requires that the account being used is a member of the Windows *Administrators* group, and that the default privileges assigned to the *Administrators* group have not been modified. For more information, see Microsoft SQL Server 2008 knowledge base article number 2000257: *SQL Server 2008 installation will fail if the setup account does not have certain user rights*.

Note:

The database client and server must use the Unicode character set.

For a list of supported database versions, revision levels, and requirements consult the *Supported Platforms Guide*, available at <http://service.sap.com/bosap-support>.

Preparation

This section details how to prepare for the installation of Information platform services.

Process Flow

1. Ensure that sufficient disk space is available. Allow for both the operating system and the software to grow over time as patches or new components become available.
2. Gather the installation media or download the latest release and any patches or service packs from the support portal at <http://service.sap.com/bosap-support>.
3. If you plan to use SAP System Landscape Directory (SLD), ensure that the SAP Host Agent is installed before installing Information platform services. For more information on SLD, see “Registration of Information platform services in the System Landscape” in the *Information platform services Administrator Guide*. For information on SAP Host Agent, see [To enable SAP System Landscape Directory \(SLD\) support](#).
4. Decide which options you will change select the installation process. In most cases, you can accept the default values. More advanced installations require that you plan the installation process. The installation program prompts for the following information:
 - License information (the name of the user and company associated with your Information platform services license).
 - Web application server configuration, including type, connection, and authentication details.
 - Database server configuration, including type, connection, and authentication details.
 - Central Management Console (CMC) administrator account password and cluster key.
 - CMS port number to receive incoming connections.
 - Server Intelligence Agent (SIA) name.
 - Server Intelligence Agent (SIA) port number for incoming connections.
 - CMS system and Auditing Data Store configuration information, including type, connection, and authentication details.
 - SAP Solution Manager Diagnostics (SMD) configuration.
 - Introscope Enterprise Manager integration configuration.
 - Subversion or ClearCase version control system configuration to store configuration files.
 - Lifecycle management (LCM) configuration.
 - Folder where Information platform services will be installed.
 - Installation type and components ("Full", "Custom / Expand", "Web Tier").

3.1 System requirements

Use the following guidelines when you install Information platform services:

- Ensure that the operating system is supported.

Windows .NET Framework 3.5 Service Pack 1 and Windows installation program 4.5 are required.

- Before you run the installation program, ensure that the destination partition has enough room for the deployment to expand (when updates and new features are added in the future).
- If you install the deployment on the operating system partition, ensure that there is enough room for the deployment and the operating system. It is recommended that you have at least 2 gigabytes available for temporary files and web applications.
- If you have previously installed any SAP BusinessObjects products, the installation program uses the existing directory.
- Ensure that the file path of the directory where you run the installation program is less than 280 characters in length.

For a detailed list of supported operating systems and hardware requirements, consult the *Supported Platforms* documentation available at <http://service.sap.com/bosap-support>.

3.1.1 Account permissions

To install Information platform services on a Windows host, a user must have the following permissions:

Category	Required access
Operating system	Local administrative privileges.
Network	<ul style="list-style-type: none"> • Network connectivity through appropriate ports to all machines in the deployment. • Access to shared file system directories for users of the deployment. • Appropriate network authentication privileges.
Database	<ul style="list-style-type: none"> • Permission for the Information platform services user account to create, edit, and drop tables. • Permission for the Information platform services user account to create stored procedures (required by the Central Management Server (CMS) system database).

Note:

You cannot install the deployment on a domain controller, or on a Windows host where the default local Administrator group security settings have been modified.

3.1.2 Network permissions

When you install Information platform services across multiple machines, use the following guidelines to ensure your network functions properly:

- Servers running on all hosts must be able to communicate with each other.
- Each machine must be able to communicate with the web application server, the Central Management Server (CMS) host, all SIA hosts, and clients.
- On any host with more than one network interface card (NIC), ensure that the primary NIC is routable before running the installation program. If the primary NIC is not routable, you will have to re-configure the networking settings after the installation. For information on how to bind to routable NICs, see the “Managing and Configuring Servers” chapter of the *Information platform services Administrator Guide*.
- Each machine must use a fixed hostname. Fully-qualified hostnames are supported.

Note:

Ensure that deployment hostnames do not include any of the following characters: underscore (`_`), period (`.`), backslash (`\`), or forward-slash (`/`).

- If you run the installation program behind a firewall, see the “Securing Information platform services” chapter of the *Information platform services Administrator’s Guide*.

3.1.2.1 Choosing a server location

When planning a distributed installation, consider the latency between servers. To maintain high CMS performance, place your CMS on the same subnet as the CMS system and Auditing Data Store database servers.

The CMS can also be clustered, so that CMS server processes run on different host systems in the cluster. When creating a CMS cluster, ensure that each machine experiences the same network latency to the CMS system or Auditing Data Store.

Consult the “Managing and Configuring Servers” section of the *Information platform services Administrator Guide* for more information on clustering CMS server processes.

3.2 Preparing the CMS system or Auditing Data Store database

To use a database server other than the database bundled with Information platform services, the following tasks must be completed before installing Information platform services.

- Create a database (or tablespace or schema, if applicable to your database), and account to store CMS configuration and system information. A second tablespace or scheme is required to hold auditing information. Record the database, tablespace, and account information so you can enter the details when prompted by the Information platform services installation program.

Caution:

If you have an existing Information platform services installation, you must create a fresh database and migrate existing content after the install is complete.

- Ensure that your database server is configured to use Unicode character encoding (such as UTF-8).
- Ensure that the database accounts have privileges to create, modify, and delete tables, and to create stored procedures.
- When using a database server on a network, the appropriate database client drivers must be installed and verified as working before installing Information platform services. Contact your database administrator to establish which drivers are required for your database.

During your installation, you will be prompted for the connection and authentication credentials so that the installation program can initialize the database. The table below shows which information is required for supported databases:

Database	Information required by installation program
Microsoft SQL Server using ODBC	<ul style="list-style-type: none"> • ODBC DSN name (selected from the Windows System DSN list) • Account username • Account password • Database name • "Use trusted connection" checkbox • "Show system database" checkbox • "Reset existing database" checkbox (recommended setting)
MySQL	<ul style="list-style-type: none"> • MySQL database name • Server hostname • Port number (default is 3306) • Account username • Account password • "Reset existing database" checkbox (recommended setting)
IBM DB2	<ul style="list-style-type: none"> • DB2 Alias name • Account username • Account password • "Reset existing database" checkbox (recommended setting)
Oracle	<ul style="list-style-type: none"> • Oracle TNSNAME connection identifier • Account username • Account password • "Reset existing database" checkbox (recommended setting)

Database	Information required by installation program
MaxDB	<ul style="list-style-type: none"> • Database name • Server hostname • Port number (default is 7210) • Account username • Account password • "Reset existing database" checkbox (recommended setting)
Sybase	<ul style="list-style-type: none"> • Service name <p>Note:</p> <ul style="list-style-type: none"> • The Sybase service name is a combination of the hostname and the port number, set by your database administrator in the <code>sql.ini</code> and <code>interfaces</code> files. • Information platform services will connect to the default database for the user you specify. The default is set by the database administrator. <ul style="list-style-type: none"> • Account username • Account password • "Reset existing database" checkbox (recommended setting)

3.2.1 Extra requirements for IBM DB2

If you plan to install and use an IBM DB2 database server for use with Information platform services:

- Ensure that the DB2 database is created with the following settings:

```
Collating Sequence = "Identity"
Codeset = "UTF-8"
Territory = "XX"
```

Replace `XX` with the code that is appropriate for your location. Consult your DB2 documentation for more information. If your DB2 database does not have the `Collating Sequence = "Identity"` setting, the user and user group objects may not sort as expected in the CMC.

- Create a user temporary table space before installing Information platform services. If you do not create a user temporary table space, the Information platform services installation program will not be able to configure the DB2 database.

For more information on user temporary table spaces in IBM DB2, see *DB2 Basics: Table spaces and buffer pools* in the IBM technical library: <http://www.ibm.com/developerworks/data/library/techarticle/0212wieser/0212wieser.html>.

- When using IBM DB2 to host an Auditing Data Store database, ensure that the page size for the auditing table space is set to a minimum of 8192 (8 KB).

- Ensure that the CMS system database is not partitioned. The Auditing Data Store database may be partitioned.

3.2.2 Extra requirements for Sybase

If you are using Sybase for the CMS or auditing database:

- Create a database with a page size of 8 KB. The Sybase database default page size is 2KB, which is too small for the CMS system database to run efficiently. The page size is set up during the database creation and cannot be changed after the database is created.
- Use a Unicode character set, such as UTF-8.

3.3 SAP support

3.3.1 Support for SAP System Landscape Directory (SLD)

SAP System Landscape Directory (SLD) is a directory service that maintains a list of installed SAP and (optionally) non-SAP software. SLD provides two main categories of information:

- Software already installed
- Software that could be installed at a later time

SAP systems come with a data supplier (DS) component that automatically updates the landscape directory. Non-SAP software that supports SLD registers through an open API. The information gathered on installed software includes:

- Version
- Host information
- Connection information

To use SLD support, ensure that SAP Host Agent is installed and working on the system(s) that host Information platform services. SAP Host Agent may be installed and configured before or after installing Information platform services.

3.3.1.1 To enable SAP System Landscape Directory (SLD) support

If you plan on using SAP System Landscape Directory (SLD), ensure that the SAP Host Agent is installed and configured. The following steps walk you through installing SAP Host Agent. SAP Host Agent may be installed and configured before or after installing Information platform services.

For more information on SAP Host Agent, see “Registration of Information platform services in the System Landscape” in the *Information platform services Administrator Guide*.

Note:

If you have installed SAP GUI, skip to step 4 below.

Prior to installing support for SAP System Landscape Directory (SLD) there must be an `sapadm` user with administrator privileges.

The `SAP_LocalAdmin` group must also exist, and the `sapadm` user must be a member. The `sapadm` user password is required during the SAPHOSTCONTROL installation.

1. Download SAP Host Agent (`SAPHOSTAGENT.SAR`) from the SAP Software Distribution Center of the SAP Service Marketplace ("service.sap.com/swdc").

Log on with your SAP Service Marketplace ID and locate the version of `SAPHOSTAGENT.SAR` appropriate for your system.

2. Extract `SAPHOSTAGENT.SAR` by entering the following command:

```
sapcar -xvf SAPHOSTAGENT.SAR
```

3. Install SAPHOSTCONTROL by entering the following command:

```
saphostexec -install
```

4. Locate the `sldreg` tool, which is usually located in the following folder:

```
%Program Files%\SAP\hostctrl\exe
```

5. Create an SLD key with the following command:

```
sldreg -configure connect.key
```

You will be prompted to supply a username, password, host, port, and protocol for connecting to the SLD server.

6. Enter the information requested.

The `sldreg` tool creates a `connect.key` file that will automatically be used by `sld-ds` to push information to SLD server.

If you have already installed Information platform services, restart all SIA nodes in the Central Configuration Manager (CCM) to register with the SLD.

3.3.2 Support for SAP Solution Manager Diagnostics (SMD)

SAP Solution Manager Diagnostics (SMD) monitors the performance of systems in the SAP System Landscape Directory (SLD). Problems can be identified, analyzed, and resolved with the information gathered by SMD, which includes:

- Performance monitoring
- Configuration management
- Log management
- Load testing
- Alerting
- Resource monitoring

Tools integrated into SMD include:

- CA Wily Introscope
For full instrumentation, both SMD and CA Wily Introscope should be used.
- SAP LoadRunner by HP

To use SMD, the SMD Agent must be installed. SMD Agent may be installed and configured before or after installing Information platform services. During installation, the installation program prompts for the hostname and port number of the SMD Agent. If you do not want to use SMD, or you will install SMD later, you can choose not to use SMD. The SMD Agent can be configured later in the Central Management Console (CMC) "Placeholders" screen. For more information, see [To configure SMD Agent post installation](#).

For more information on SMD, or to download SMD, visit the SAP Service Marketplace at: service.sap.com/swdc.

3.3.3 Support for CA Wily Introscope

CA Wily Introscope is included as a part of SAP Solution Manager Diagnostics (SMD). For full instrumentation, both SMD and CA Wily Introscope should be used.

To use CA Wily Introscope and SMD, the SMD Agent must be installed. SMD Agent may be installed and configured before or after installing Information platform services.

During installation, the installation program prompts for the hostname and port number of the Introscope Agent. If you do not want to use Introscope, or you will install it later, you can choose not use Introscope. Introscope can be configured later in the Central Management Console (CMC) "Placeholders" screen. For more information, see [To configure SMD Agent post installation](#).

3.4 Final checklist

Prior to installing Information platform services, review the following checklist.

- Have you verified appropriate network connectivity between all machines that will be part of your deployment?
- If you plan to use SAP Enterprise Resource Planning (ERP) integration for OLAP Data Access (ODA), SAP BusinessObjects Advanced Analysis (formerly Voyager), or SAP Business Warehouse (BW), ensure that SAP GUI is installed and configured before Information platform services.
- If you are using your own database server:
 - Have you created a database, tablespace (if required), and accounts for the CMS system and Auditing Data Store databases?
 - Have you made sure you can log onto the database from the Information platform services host?
 - If you are using DB2 or Sybase, have you verified that your database was created with the correct settings? (Some settings can't be modified after the database has been created.)
 - Has the database client software been properly configured?
- If you are using your own web application server:
 - Have you decided on which web application server to use?
 - Has the server already been installed and configured?
 - Have you ensured that your existing web application server has the required JDK installed?
- If you are using SAP Lifecycle manager (LCM), has LCM been installed and configured?
- If you are using SAP Solution Manager Diagnostics (SMD) Agent, the SAP Host Agent must already be installed. For information on installing the SAP Host Agent, see "To enable SAP System Landscape Directory (SLD) support".

Installation on Microsoft Windows requires a minimum screen resolution of 1024 × 768.

Installation

There are two different methods of running the installation program for Information platform services:

- Interactive installation

An interactive wizard prompts for all information related to the installation. Use this option to select individual installation options from a series of screens. This is the default installation method.

- Silent installation

Installation options are given on the command-line, which override the installation program's default values. The command-line can be used to give some or all installation options. When an installation option is not given on the command-line, the installation program uses a default value.

Installation options can be given in a response file rather than directly on the command-line. This type of silent installation uses the `-r` command-line parameter to read installation options from the response file. Use this option if you want to install multiple machines with the same configuration. Installation options stored in a response file can be overridden by giving them on the command-line.

When the `-q` (quiet mode) switch is used, the installation program does not prompt for any user input during the installation.

If the installation program encounters an unexpected condition, and is unable to continue, it will undo any work completed up to that point, and return the system to the state that it was in before the installation started.

When the installation program detects an identical previously-installed version, it will enter maintenance mode, allowing you to remove, repair, or modify the software.

4.1 To run an interactive installation

Before installing, ensure that the account being used has Administrator privileges. The installation requires that the account being used is a member of the Windows *Administrators* group, and that the default privileges assigned to the *Administrators* group have not been modified.

When the installation program starts, a series of prerequisite checks are performed. The result of this test is displayed for your information. If your system does not meet the minimum requirements, the installation program will not install Information platform services. Microsoft C++ redistributable components will be installed automatically if they are not found.

1. Log in at the console or use Microsoft Remote Desktop connection with a minimum screen resolution of 1024 × 768.
2. Locate the installation program. If you are installing from a physical media, look for `setup.exe` in the top-level folder. If you are installing from a compressed download, extract it and locate `setup.exe`.
3. Run `setup.exe` by double-clicking it in Windows Explorer or calling it from the command-line.
4. Choose a language for the setup program to use during the installation process. The language setting is used by the installation program to display information to you in the language of your choice. If you select a non-English language, the corresponding language pack is automatically installed on the server.

Note:

The installation program will automatically run in the same language as your operating system. The language used by the installation program will determine the names used for Windows components configured by the installation program, such as Windows service names and Start menu shortcuts. These names cannot be changed later and are not affected by language settings once the installation is complete.

5. The installation program checks for required components. Review the results and decide whether to continue with the installation, or abort and correct any unmet requirements.
If a dependency prerequisite condition is critical, the installation program will not allow the installation to proceed. If the missing or unsupported component is optional, you have the option to either continue with the installation or stop and correct the condition. The installation program will provide information on how to correct the condition.
6. Review the recommendations made by the installation program welcome screen.
7. Review the agreement and select **I accept the License Agreement**.
8. Enter the name, company, and the product keycode you purchased. Keep the keycode safe in case you need to re-install the product.
9. To install support for a language, select it from the list.

Note:

Carefully consider which languages need to be installed for your organization before installing them. To add or remove language support later requires that you remove and re-install Information platform services.

The language currently being used by the operating system is selected automatically. English language support cannot be deselected because it is used if a problem is detected with an individual language.

The "Choose Install Type" screen appears.

4.1.1 To select an install type

Information platform services requires a database server and web application server to function. If you do not have an existing database, the installation program can automatically install and configure a

Microsoft SQL Server database. If you do not have an existing web application server, the installation program can automatically install and configure a Tomcat web application server.

The "Choose Install Type" screen is used to select the installation component options and destination folder.

1. Select one of the following install type options:

- Full

Installs all required server components onto a single machine. Use this option to create a single-host deployment, such as a pre-production development or test environment.

- Custom / Expand Install

Allows experienced users to select individual components. Use this option:

- When distributing server components between more than one host, such as creating a CMS cluster.
- When you want full control over which components are deployed to a host.

- Web Tier

The web tier hosts web applications and serves content to users over the web. Use the **Web Tier** installation option to install Java web applications onto a dedicated Java web application server.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications

2. Proceed to the next screen to start configuring the selected installation.

Review the "Destination Folder" shown. This is the folder into which the installation program will install Information platform services. If the folder does not exist, the installation program creates it.

Note:

- The use of Unicode characters in the destination folder is not supported.
- Ensure that the destination folder is not set to the same folder in which the installation program has been extracted.
- If you have already installed Information platform services products, the **Destination Folder** field is not editable, and the path to the existing folder is displayed.

3. If you selected a "Full" installation, proceed to the following *Full* section.

4. If you selected a "Custom / Expand" installation, proceed to the following *Custom / Expand* section.

5. If you selected a "Web Tier" installation, proceed to the following *Web Tier* section.

4.1.1.1 Full installation

The following steps are performed for **Full** installations of Information platform services.

1. A database is required to store Central Management Server (CMS) configuration and run-time information. A second database is required for Auditing Data Store (ADS) information.

If you do not have a database server in place for use with Information platform services, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your database server vendor to determine which supported database would best suit your organization's needs.

To install the bundled database server, select **Install and use the default database**.

Microsoft SQL Server 2008 will be installed and configured to store Central Management Server (CMS) and auditing data.

To use an existing supported database server, select **Use an existing database server**. The installation program prompts for information on the database type and connection credentials for both the CMS system and Auditing Data Store databases.

Note:

An existing database must have user accounts with the appropriate privileges ready, and the appropriate drivers must be installed and verified as working. The installation program attempts to connect to, and initialize, the database as a part of the installation process.

2. If you selected **Use an existing database server**:

- a. Select the database type to use for the CMS database.
- b. Select the database type to use for the Auditing database (Auditing Data Store).

If you do not want to use the auditing feature, select **No Auditing Database**.

3. A Java web application server is required to host Information platform services web applications.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

Note:

When configuring a production environment, it is recommended that the web application server is hosted on a separate system. Running Information platform services and a web application server on the same host in a production environment may decrease performance.

Note:

This release of Information platform services does not support the automatic deployment of web applications to any web application server other than the bundled Tomcat web application server. To deploy web applications to a different supported web application server, use the WDeploy tool. For more information, see the *Information platform services Web Application Deployment Guide*.

To use the bundled Tomcat Java web application server, select **Install Tomcat application server and automatically web applications and services to it**.

To manually deploy web applications to an existing supported Java web application server later, using the WDeploy tool, select **Manually deploy to a preinstalled web application server**.

If you have already set up a Java web application server, or you only require support for the Central Management Server (CMS) or BI launch pad applications, select **Install Web Application Container Server and automatically deploy web applications and services to it**.

4. Decide whether to install and use the Subversion version control system to keep track of configuration versions with the SAP Lifecycle Manager. To use an existing version control system, you must manually configure the Lifecycle Manager after the installation is complete.

Lifecycle Manager stores each configuration change in a version control system, making it easier to revert to a previous configuration when needed.

5. Enter a name and port number for the System Intelligence Agent (SIA) node. The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation. The SIA name cannot start with a number.

This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.

The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6410 is a standard TCP/IP port number reserved for use with an Information platform services SIA.

6. Review the default value for the Central Management Server (CMS) port number. This is the port on which the CMS listens for incoming connections from the web application server, web server (if applicable), other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6400 is a standard TCP/IP port number reserved for use with Information platform services CMS systems.

7. Enter and confirm the CMS Administrator account password and the CMS cluster key.

Note:

The CMS Administrator is a super-user account in the Information platform services authentication system, used only to administer your SAP BusinessObjects server configuration. It is not part of any operating system or single sign-on authentication system.

Communication between some CMS components is encrypted to provide a higher level of security when using clusters.

8. Configure the CMS system database.
 - a. If you chose to install the bundled database, the installation program uses your choices to install and configure the database for use with Information platform services.

Enter and confirm the database administrator account password, and an Enterprise user account password. The Enterprise user name may be changed if you do not want to use the default.
 - b. If you deselected the **Integrated Database** option in the feature list, enter the connection information for an existing database to use for the CMS system database.

If you're using an ODBC database driver, you must configure an ODBC data source. On older Windows operating system, such as Windows 2003 Server, a system ODBC DSN connection can be configured from: **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**. If you're using a newer Windows operating system, such as Windows 2008 Server or Windows 7, a system ODBC DSN can be configured from: **Start > Control Panel > Administrative Tools > Data Sources (ODBC)**.

- c. If you deselected the **Integrated Database** option in the feature list, and you plan to use auditing, enter the connection information for the Auditing Data Store (ADS) database.

9. Configure the web application server.

If you selected **Tomcat 6.0** in the feature list, review the default values for the web application server connection port number, the shutdown port number, and the redirect port number.

- The **Connection port** is the port on which the web application server listens for incoming connections from web clients.
- The **Shutdown port** allows the web application to be shut down remotely.
- The **Redirect port** enables redirects to secure web connections.

If you selected **Web Application Container Server (WACS)** in the feature list, review the "HTTP Listening Port" number for the Web Application Container Server to listen for incoming connections from web clients.

The web application server and WACS must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.

- 10.** If you chose to install the bundled Subversion version control system for use with Lifecycle Manager, confirm the port number and enter and confirm a password for Information platform services to use when accessing the Subversion repository.
- 11.** Information platform services can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD). If your organization uses SAP SMD, select **Configure connectivity to SAP SMD Agent. You will be prompted for information.** If you chose not to configure SMD at this time, you can configure SMD Agent in the Central Management Console (CMC) "Placeholders" screen later.

Note:

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before Information platform services, see [To enable SAP System Landscape Directory \(SLD\) support](#).
- For information on installing the SAP Host Agent after Information platform services, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation](#).
- For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
- For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).

- a. If you chose to integrate with SMD, enter the SMD Agent hostname and port number.

- 12.** Information platform services can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager. If your organization uses Introscope Enterprise Manager, select **Integrate connectivity to Introscope Enterprise Manager. You will be prompted for information.**

Note:

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed:

- For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
- For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with Introscope Enterprise Manager, enter the hostname and port number for the Introscope Enterprise Manager server.

The "Start Installation" screen appears. Click "Next" to install.

Proceed to *While the installation program runs*.

4.1.1.2 Custom / Expand installation

The following steps are performed for **Custom / Expand** installations of Information platform services.

Note:

If you plan to use the upgrade management tool, perform a **Full** installation.

The "Select Features" screen displays selectable components that can be installed.

1. Review the list of features to install. Only features with a selected checkbox are installed.

Features are grouped under the following headings:

- **Web Tier**

The web tier components serve content to web browsers.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications

- **Platform Services**

Platform Services features include the Business Intelligence platform servers (such as processing and scheduling servers) and major system components (such as the CMS, integrated database, and a version control system).

- **Administrator Tools**

The Administrator Tools features help administrators maintain an installation.

Note:

If you plan to use the upgrade management tool to upgrade objects from an older version of Information platform services, see "Object types and feature requirements".

- **Database Access**

To access, analyze, and report on the data in your organization's existing databases, select the appropriate **Database Access** features. If your organization does not use a particular database, you can deselect it.

2. Select the type of installation being performed.

If you are installing a stand-alone server, or the first server in a cluster, select **Start a new Information platform services deployment**. If you already have a CMS and want to create a new server as part of a cluster, select **Expand an existing Information platform services deployment**.

If you selected **Start a new Information platform services deployment** on the last screen, proceed to *Custom (New) installation*. If you selected **Expand an existing Information platform services deployment** on the last screen, proceed to *Custom (Expand) installation*.

4.1.1.2.1 Custom (New) installation

If you chose the **Start a new Information platform services deployment** option for a "Custom / Expand" installation:

1. If you deselected the **Integrated Database** option in the feature selection screen:
 - a. Select the type of database to use for the CMS system database.
 - b. Select the type of database to use for the Auditing Data Store (ADS) database. If you do not want to use auditing, select **No Auditing Database**.

Note:

An existing database must have database user accounts with the appropriate database privileges ready, and the appropriate drivers must be installed and verified as working. The installation program attempts to connect to, and initialize, the database as a part of the installation process.

2. Enter a name and port number for the System Intelligence Agent (SIA) node. The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation. The SIA name cannot start with a number.

This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.

The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6410 is a standard TCP/IP port number reserved for use with an Information platform services SIA.

3. Review the default value for the Central Management Server (CMS) port number. This is the port on which the CMS listens for incoming connections from the web application server, web server (if applicable), other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6400 is a standard TCP/IP port number reserved for use with Information platform services CMS systems.

4. Enter and confirm the CMS Administrator account password and the CMS cluster key.

Note:

The CMS Administrator is a super-user account in the Information platform services authentication system, used only to administer your server. It is not part of any operating system or single sign-on authentication system.

Communication between some CMS components is encrypted, to provide a higher level of security when using clusters.

5. Configure the CMS system database.
 - a. If you chose to install the bundled database, the installation program uses your choices to install and configure the database for use with Information platform services.

Enter and confirm the database administrator account password, and an Enterprise user account password. The Enterprise user name may be changed if you do not want to use the default.

- b. If you deselected the **Integrated Database** option in the feature list, enter the connection information for an existing database to use for the CMS system database.

If you're using an ODBC database driver, you must configure an ODBC data source. On older Windows operating system, such as Windows 2003 Server, a system ODBC DSN connection can be configured from: **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**. If you're using a newer Windows operating system, such as Windows 2008 Server or Windows 7, a system ODBC DSN can be configured from: **Start > Control Panel > Administrative Tools > Data Sources (ODBC)**.

- c. If you deselected the **Integrated Database** option in the feature list, and you plan to use auditing, enter the connection information for the Auditing Data Store (ADS) database.

6. Decide whether to start the servers as soon as the installation is complete. If you do not start the servers after the installation process is complete, the servers must be started manually with the Central Configuration Manager (CCM).

7. Configure the web application server.

If you selected **Tomcat 6.0** in the feature list, review the default values for the web application server connection port number, the shutdown port number, and the redirect port number.

- The **Connection port** is the port on which the web application server listens for incoming connections from web clients.
- The **Shutdown port** allows the web application to be shut down remotely.
- The **Redirect port** enables redirects to secure web connections.

If you selected **Web Application Container Server (WACS)** in the feature list, review the "HTTP Listening Port" number for the Web Application Container Server to listen for incoming connections from web clients.

The web application server and WACS must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.

8. If you chose to install the bundled Subversion version control system for use with Lifecycle Manager, confirm the port number and enter and confirm a password for Information platform services to use when accessing the Subversion repository.
9. Information platform services can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD). If your organization uses SAP SMD, select **Configure connectivity to SAP SMD Agent. You are prompted for information**. If you chose not to configure SMD at this time, you can configure SMD Agent in the Central Management Console (CMC) "Placeholders" screen later.

Note:

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before Information platform services, see [To enable SAP System Landscape Directory \(SLD\) support](#).
 - For information on installing the SAP Host Agent after Information platform services, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation](#).
 - For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
 - For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with SAP Solution Manager Diagnostics (SMD), enter the SMD Agent hostname and port number.
10. Information platform services can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager. If your organization uses Introscope Enterprise Manager, select **Integrate connectivity to Introscope Enterprise Manager. You are prompted for information**.

Note:

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed:

- For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
 - For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with Introscope Enterprise Manager, enter the hostname and port number for the Introscope Enterprise Manager server.

The "Start Installation" screen appears. Click "Next" to install.

Proceed to *While the installation program runs*.

4.1.1.2.2 Custom (Expand) installation

If you chose the **Expand an existing Information platform services deployment** option for a "Custom / Expand" installation:

1. The expand host must be able to connect to the CMS database. Select the type of server used for the CMS system database.

The installation program prompts for information on the CMS database type and connection credentials.

Note:

The appropriate database drivers must be installed and verified as working on the expand host.

2. Enter a name and port number for the System Intelligence Agent (SIA) node. The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation. The SIA name cannot start with a number.

This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.

The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6410 is a standard TCP/IP port number reserved for use with a Information platform services SIA.

3. Enter connection information for the existing CMS.

This includes the hostname and port number of the primary CMS, as well as the Administrator account password. Fully qualified domain names are supported.

4. Enter the CMS cluster key for the existing CMS host.

Communication between some CMS components is encrypted to provide a higher level of security. The cluster key must match the key entered on the existing CMS host, to which you are attempting to connect.

5. Review the default value for the new Central Management Server (CMS) port number. This is the port on which the new CMS listens for incoming connections from other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6400 is a standard TCP/IP port number reserved for use with Information platform services CMS systems.

6. Enter connection details for the CMS system database.

If you are using the Microsoft SQL Server 2008 database bundled with Information platform services on the existing CMS, to which you are attempting to connect, you must configure a system ODBC DSN connection for the existing CMS system database. If you are using a different previously installed database, enter connection credentials for the CMS to connect to the database.

7. Decide whether to start the servers as soon as the installation is complete. If you do not start the servers after the installation process is complete, the servers must be started manually with the Central Configuration Manager (CCM).

8. Configure the web application server.

- a. If you chose **Install Tomcat application server and automatically deploy web applications and services to it** above, review the default values for the web application server connection port number, the shutdown port number, and the redirect port number.

- The **Connection port** is the port on which the web application server listens for incoming connections from web clients.
- The **Shutdown port** allows the web application to be shut down remotely.
- The **Redirect port** enables redirects to secure web connections.

- b. If you chose **Install Web Application Container Server and automatically deploy web applications and services to it** above, review the "HTTP Listening Port" number for the Web Application Container Server to listen for incoming connections from web clients.

The web application server and WACS must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.

9. If you chose to install the bundled Subversion version control system for use with Lifecycle Manager, confirm the port number and enter and confirm a password for Information platform services to use when accessing the Subversion repository.
10. Information platform services can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD). If your organization uses SAP SMD, select **Configure connectivity to SAP SMD Agent. You are prompted for information**. If you chose not to configure SMD at this time, you can configure SMD Agent in the Central Management Console (CMC) "Placeholders" screen later.

Note:

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before Information platform services, see [To enable SAP System Landscape Directory \(SLD\) support](#).
 - For information on installing the SAP Host Agent after Information platform services, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation](#).
 - For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
 - For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with SAP Solution Manager Diagnostics (SMD), enter the SMD Agent hostname and port number.
11. Information platform services can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager. If your organization does not use Introscope Enterprise Manager, select **Do not integrate connectivity to Introscope Enterprise Manager**.

Note:

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed:

- For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
 - For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with Introscope Enterprise Manager, enter the hostname and port number for the Introscope Enterprise Manager server.

The "Start Installation" screen appears. Click "Next" to install.

Proceed to *While the installation program runs*.

4.1.1.3 Web Tier installation

The web tier hosts web applications and serves content to users over the web. Use the "Web Tier" installation option to install Java web applications onto a dedicated Java web application server.

Note:

- If you plan to use a web tier with third-party authentication, or integration for Enterprise Resource Planning (ERP) systems such as SAP BW, Siebel Enterprise, JD Edwards EnterpriseOne, or Oracle E-Business Suite, you must perform a "Custom / Expand" installation and select the components you need.

For example, to perform a web tier installation with SAP BW and SAP authentication support, select the following components from the "Custom / Expand" feature list:

- **Instances > WebTier > Java Web Applications**
- **Instances > WebTier > Tomcat 6.0** (if you do not already have a web application server)
- **Instances > Database Access > SAPBW**
- **Instances > Database Access > SAP**

To perform a Web Tier installation with support for a different ERP system, select:

- **Instances > WebTier > Java Web Applications**
 - **Instances > WebTier > Tomcat 6.0** (if you do not already have a web application server)
 - **Instances > Database Access** (select the name of the ERP system)
- A web tier installation does not deploy web applications to the web application server. To deploy web applications to a web application server after a web tier installation, use the WDeploy tool. For more information on using the WDeploy tool, see the *Information platform services Web Application Deployment Guide*.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications

The following steps are performed for **Web Tier** installations of Information platform services.

1. Review the list of features to install. Only features with a selected checkbox are installed.

Web Tier components:

- Java Web Applications: Central Management Console (CMC), BI launch pad, and other web applications
 - Tomcat 6: the Apache Tomcat web application server.
2. If you chose to install the Tomcat 6 web application server, review the default values for the web application server connection port number, the shutdown port number, and the redirect port number.

The web application server must be able to receive incoming connections on these ports, so ensure that your firewall is configured appropriately.

- The **Connection port** is the port on which the web application server listens for incoming connections from web clients.
 - The **Shutdown port** allows the web application to be shut down remotely.
 - The **Redirect port** enables redirects to secure web connections.
3. Information platform services can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager. If your organization uses Introscope Enterprise Manager, select **Integrate connectivity to Introscope Enterprise Manager**. **You will be prompted for information.**

Note:

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed:

- For information on installing SMD Agent before Information platform services, see [Support for SAP Solution Manager Diagnostics \(SMD\)](#).
- For information on installing SMD Agent after Information platform services, see [To configure SMD Agent post installation](#).
- a. If you chose to integrate with Introscope Enterprise Manager, enter the hostname and port number for the Introscope Enterprise Manager server.

The "Start Installation" screen appears. Click "Next" to install.

Proceed to *While the installation program runs*.

4.1.2 While the installation program runs

The progress bar illustrates the progress of the installation as a whole.

The installation program installs SAP activity and resource monitoring tools. These tools enable you to provide detailed technical information about your installation in the event of a problem.

4.1.3 When installation is complete

When the installation is complete, review the information in the "Post Installation Steps" screen. If you are not using the bundled Tomcat web application server, you must deploy web applications with the WDeploy web application deployment tool. For more information on deploying web applications to a Java web application server, see the *SAP BusinessObjects Enterprise Web Application Deployment Guide*.

4.1.3.1 Reboot suppression

If a file is locked during the installation, you may be prompted to restart the server after the installation. You can choose to reboot immediately, or later. However, if you choose to suppress the reboot, the system may be in an unsupported state until the system is rebooted. The installation log will record whether the system is rebooted at the end of the installation process.

4.2 To run a silent installation

Every option in the installation wizard can be given from the command-line. This type of installation is known as a silent install.

Installation options can be given directly on the command-line as a parameter, or can be stored in a response file.

- Giving installation options on the command-line

Installation options can be passed directly to the setup program from the command-line as a parameter. For example, the installation option `CMSPort=6401` can be given on the command-line as a parameter when running the installation program to set the CMS port number to 6401, instead of the default value of 6400.

In the following example of giving the `CMSPort` parameter on the command-line, ellipses (`[...]`) are shown to indicate where other installation options would normally be present:

```
setup.exe [...] CMSPort=6401 [...]
```

- Giving installation options in a response file

Installation options can be stored in a response file, which is a text file containing installation option parameters in key-value format. When using a response file to give installation options, the installation program is run from the command-line with the `-r <RESPONSE_FILE>` parameter, where `<RESPONSE_FILE>` is the name of the response file.

The response file contains multiple installation options, with one installation option per line. In the following example, the response file is given as a parameter:

```
setup.exe [...] -r C:\response.ini [...]
```

For example, the installation option `CMSPort=6401` can be given on a line in the response file to set the CMS port number to 6401, instead of the default value of 6400.

In the following example of giving the `CMSPort` parameter in a response file, ellipses ([. . .]) are shown to indicate where other installation options would normally be present:

```
[...]
CMSPort=6401
[...]
```

Note:

The installation program returns the cursor to the command-line prompt when it starts. To run the installation program from a script, or to force the installation program to wait to complete before returning to the command-line, use the Windows Command Interpreter `start /wait` command to invoke `setup.exe`.

For example:

```
start /wait setup.exe [<COMMAND_LINE_OPTIONS>]
```

For a complete list of installation options, see [Installation option parameters](#). For an example of a response file, see [Response file example](#).

4.2.1 Command-line switch parameters

The following table lists the switch parameters that can be given to the installation program on the command-line to perform a silent installation.

Table 4-1: Installation program command-line switch parameters

Switch parameter	Description	Example
<code>-w <FILENAME></code>	Writes a response file to <code><FILENAME></code> , containing the options selected from the installation wizard.	<code>setup.exe -w "C:\response.ini"</code>
<code>-r <FILENAME></code>	Reads installation options from a response file named <code><FILENAME></code> .	<code>setup.exe -r "C:\response.ini"</code>
<code>-q</code>	Quiet mode switch, to install with no console output or prompting. If a problem is encountered, the installation program will write a message to the installation log file and exit.	<code>setup.exe -q -r "C:\response.ini"</code>

4.2.1.1 To use a response file

To use a response file, run the installation program with the `-r <RESPONSE_FILE>` parameter. The installation program reads all installation options from the response file, and no further input is required.

For example, the following command reads installation options from the response file `C:\response.ini`:

```
setup.exe -r C:\response.ini
```

To override an installation option in a response file, give that option on the command-line. Installation options given on the command-line take precedence over the options in the response file. For a complete list of installation options, see *Installation option parameters* below.

If an unexpected condition is encountered, an error message is written to the installation log file and the installation program exits. Installation activity, warnings, and errors are written to the installation log file in the folder:

```
<BOE_INSTALL_DIR>\InstallData\logs\<DATE>\InstallDU<COMPONENT>.log
```

If the `<BOE_INSTALL_DIR>` folder has not been created by the time the installation program exits, look for `install.log` in the temporary folder specified by the system `TEMP` environment variable.

4.2.1.1.1 To write a response file

To create a response file, run the installation program with the `-w <RESPONSE_FILE>` parameter and select the desired installation options with the installation wizard. When the wizard completes, the installation program exits and the response file is created. The response file can then be used for future installations.

For example, the following command creates the response file `C:\response.ini`:

```
setup.exe -w C:\response.ini
```

Once created, the response file can be updated with a text editor.

Note:

When creating a response file with the GUI installation program, the license key and all passwords entered via the GUI are not written to the response file in plain text format. You must replace the starred entries (*****) with your passwords before performing a silent installation.

4.2.1.1.2 To read a response file

A response file installation is started on the command-line, but installation options are read from a ASCII text file with the options stored in key-value format. This is useful when setting up a cluster, or for creating development or test environments with standardized options.

When an option is given both on the command-line and in a response file, the command-line options take precedence over the response file options. This allows an administrator to override an option in a response file when required. This provides three levels precedence for installation options:

1. Installation options given on the command-line take highest precedence, and will always override response file and default values.
2. Installation options given in a response file are used when not given on the command-line, and override default values.
3. Installation option default values are used when not given on the command-line or in a response file.

For example, the following command reads installation options from the response file `C:\response.ini`, but overrides the response file's setting for the installation destination folder:

```
setup.exe -r C:\response.ini InstallDir="C:\SAP\SAP BusinessObjects Enterprise XI 4.0"
```

4.2.1.2 Quiet mode installations

A quiet mode installation is a command-line installation that does not prompt for installation options. Installation options must be provided on the command-line or in a response file. Any installation options not provided on the command-line or in a response file will be left at their default values.

The `-q` switch bypasses the installation program's installation wizard, and allows an installation to be performed with no human input and no console output.

For example, the following command uses the default values for all installation options, except for the installation destination folder (set to `C:\SAP\SAP BusinessObjects Enterprise 4.0\` instead of the default folder `C:\Program Files (x86)\SAP BusinessObjects Enterprise XI 4.0`).

```
setup.exe -q InstallDir="C:\SAP\SAP BusinessObjects Enterprise XI 4.0"
```

If an unexpected condition is encountered, an error message is written to the installation log file and the installation program exits. Installation activity, warnings, and errors are written to the installation log file in the folder:

```
<IPS_INSTALL_DIR>\InstallData\logs\<DATE>\InstallDU<COMPONENT>.log
```

If the `<IPS_INSTALL_DIR>` folder has not been created by the time the installation program exits, look for `install.log` in the temporary folder specified by the system `TEMP` environment variable.

4.2.2 Installation option parameters

The following table lists the parameters that can be used to select installation options on both the command-line and in response files.

Table 4-2: Installation option parameters

Parameter	Description
SetupUILanguage=<CODE>	<p>Determines which language for the installation program to use during the installation. Substitute the language code where <CODE> is:</p> <ul style="list-style-type: none"> • Czech: CS • Simplified Chinese: zh_CN • Traditional Chinese: zh_TW • Danish: DA • Dutch: NL • English: EN • Finnish: FI • French: FR • German: DE • Hungarian: IT • Italian: IT • Japanese: JA • Korean: KO • Norwegian Bokmal: NB • Polish: PL • Portuguese: PT • Russian: RU • Slovakian: SL • Spanish: ES • Swedish: SV • Thai: TH • Turkish: TR
InstallDir=<PATH>	<p>Destination folder into which the setup program will install.</p> <p>When installing to a host that already has an installation of Information platform services, the value of <code>InstallDir</code> will be automatically set to the same path as the existing installation.</p>

Parameter	Description
SelectedLanguagePacks=<CODE>	<p>Installs language support for users and administrators to interact with Information platform services in a supported language. If more than one language pack is to be installed, use a semi-colon delimited list without spaces, within quotes, to separate each code. In the following example, language support for English, Japanese, Simplified Chinese, and Thai will be installed:</p> <pre data-bbox="651 537 1433 558">SelectedLanguagePacks="en;ja;zh_CN;th"</pre> <p>Substitute the following language codes where <CODE> is:</p> <ul style="list-style-type: none"> • Czech: CS • Simplified Chinese: zh_CN • Traditional Chinese: zh_TW • Danish: DA • Dutch: NL • English: EN • Finnish: FI • French: FR • German: DE • Hungarian: HU • Italian: IT • Japanese: JA • Korean: KO • Norwegian Bokmal: NB • Polish: PL • Portuguese: PT • Russian: RU • Slovakian: SK • Spanish: ES • Swedish: SV • Thai: TH • Turkish: TR
ChooseIntroscopeIntegration=<VALUE>	Determines whether Introscope support will be enabled or not. To enable Introscope integration, set <VALUE> to integrate. To disable Introscope integration, set <VALUE> to nointegrate.
CMSPassword=<PASSWORD>	Password to use for the CMS Administrator account. Substitute <PASSWORD> with the password.
CMSPasswordConfirm=<PASSWORD>	Password confirmation for the CMS Administrator account. Substitute <PASSWORD> with the password.
Introscope_ent_host=<HOSTNAME>	Hostname of the Introscope server. Substitute <HOSTNAME> with the Introscope server hostname.

Parameter	Description
Introscope_ent_port=<PORT>	Network TCP listening port number used by the Introscope server. Substitute <PORT> with the Introscope server port number.
ChooseSMDIntegration=<VALUE>	Determines whether SAP Solution Manager Diagnostics (SMD) Agent support will be enabled or not. To enable SMD integration, set <VALUE> to integrate. To disable SMD integration, set <VALUE> to nointegrate.
SMDAgent_host=<HOSTNAME>	Hostname of the SMD Agent. Substitute <HOSTNAME> with the agent hostname.
SMDAgent_port=<PORT>	Network TCP listening port number used by the SMD Agent. Substitute <PORT> with the agent port number.
RegisteredUser=<NAME>	Name of the user to whom the software is registered. Substitute <NAME> with the name.
RegisteredCompany=<NAME>	Name of the company to whom the software is registered. Substitute <NAME> with the name.
ProductKey=<KEY>	Product license key issued when you purchased the software. Substitute <KEY> with the product key in the format XXXXX-XXXXXX-XXXXXX-XXXX.
CMSPort=<PORT>	Network TCP listening port number used by the CMS for incoming connections. Substitute <PORT> with the port number. The default value is 6400.
ClusterKey=<KEY>	Cryptographic key used to encrypt secure CMS cluster communications. Substitute <KEY> with the key string.
ClusterKeyConfirm=<KEY>	Cryptographic key conformation. Substitute <KEY> with the key string.
EnableServers=<SWITCH>	Determines whether or not the CMS servers will be started automatically after the installation is complete. To enable servers automatically after the installation, set <SWITCH> to 1. To not enable the servers, so that they must be started manually at a later time, set <SWITCH> to 0.
LCMName=LCM_Repository	Hostname of the SAP Lifecycle management server. Note: Do not change this value.
LCMPort=<PORT>	Network TCP listening port number used by the SAP Lifecycle management server. Substitute <PORT> with the port number.

Parameter	Description
LCMUsername=LCM	Username to access SAP Lifecycle management server. Note: Do not change this value.
LCMPassword=<PASSWORD>	User password to access SAP Lifecycle management server. Substitute <PASSWORD> with the password.
LCMPasswordConfirm=<PASSWORD>	User password confirmation. Substitute <PASSWORD> with the password.
NewOrExpandLCM=<VALUE>	Determines whether or not the installation is a new installation on a fresh server, or an expand installation used to create a CMS cluster. To perform a new installation, set <VALUE> to <i>new</i> . To perform an expand installation, set <VALUE> to <i>expand</i> .
SIAName=<NAME>	Name of the Server Intelligence Agent (SIA) node create for this installation. The name must be alphanumeric and cannot start with a number. Substitute <NAME> with the SIA name.
SIAPort=<PORT>	Network TCP listening port number used by the SIA. Substitute <PORT> with the port number.
SQLExpressAdminPassword=<PASSWORD>	Admin password to assign to the Microsoft SQL Server <i>sa</i> administrative user account. Substitute <PASSWORD> with the password.
SQLExpressBOEUserName=<USERNAME>	Username to assign to the Microsoft SQL Server user account used by the CMS. Substitute <USERNAME> with the username.
SQLExpressBOEUserPassword=<PASSWORD>	Admin password to assign to the Microsoft SQL Server user account used by the CMS. Substitute <PASSWORD> with the password.
TomcatConnectionPort=<PORT>	Network TCP listening port number used by the Tomcat web application server for inbound connections. Substitute <PORT> with the port number.
TomcatShutdownPort=<PORT>	Network TCP listening port number used by the Tomcat web application server to trigger a server shutdown. Substitute <PORT> with the port number.
TomcatRedirectPort=<PORT>	Network TCP listening port number used by the Tomcat web application server for server request redirection. Substitute <PORT> with the port number.

Parameter	Description
InstallType=<VALUE>	Determines whether or not the installation program should select installable components based upon the default settings, custom settings (allows you to select components), or settings used for installing web tier components (when installing to a web application server). To install the default components, set <VALUE> to default. To install a custom selection of components, set <VALUE> to custom. To install a web tier components, set <VALUE> to webtier.
Features=<CODE>	List of components to install. Used in combination with the InstallType=custom or InstallType=webtier parameter. This parameter should not be modified manually. Features must be selected through the installation program user interface when creating a response file. For a complete list of feature codes, see Feature codes .

4.2.2.1 Feature codes

The following feature codes to select features for installation. Multiple features are separated with commas.

- root: install all features
 - WebTier: install all web tier components
 - JavaWebApps1 Java Web Applications
 - PlatformServers.WebAppContainerService
 - CMC.Monitoring
 - LCM (Lifecycle Manager)
 - tomcat60 Tomcat 6.0
 - CMC.AccessLevels
 - CMC.Applications
 - CMC.Audit
 - CMC.Authentication
 - CMC.Calendars
 - CMC.Categories
 - CMC.CryptographicKey
 - CMC.Events
 - CMC.Folders (Public Folders)
 - CMC.Inboxes
 - CMC.Licenses

- CMC.PersonalCategories
- CMC.PersonalFolders
- CMC.Servers
- CMC.Sessions
- CMC.Settings
- CMC.TemporaryStorage
- CMC.UsersAndGroups
- CMC.QueryResults
- CMC.InstanceManager
- PlatformServers: install all platform servers
 - CMS (Central Management Server)
 - FRS (File Repository Servers)
 - PlatformServers.IntegratedDB
 - PlatformServers.AdaptiveProcessingServer (Platform Processing Services)
 - PlatformServers.AdaptiveJobServer (Platform Scheduling Services)
 - ClientAuditingProxyProcessingService
 - LCMProcessingServices (Lifecycle Management Processing Services)
 - MonitoringProcessingService
 - SecurityTokenService
 - AdvancedAnalysisServices (Multi Dimensional Analysis Services Server)
 - PlatformServers.SystemLandscapeSupplier
 - DestinationSchedulingService (Program Scheduling Service)
 - Subversion
- AdminTools: install all administrator tools
 - UpgradeManager (Upgrade management tool)
- DataAccess install all Enterprise Resource Planning (ERP) access components
 - DataAccess.SAP
 - DataAccess.Peoplesoft (PeopleSoft Enterprise)
 - DataAccess.JDEdwards (JD Edwards EnterpriseOne)
 - DataAccess.Siebel (Siebel Sign-on Server)
 - DataAccess.OracleEBS (Oracle E-Business Suite)

4.2.2.2 Response file example

The following example response file contains options for installing Information platform services.

Example:

In this example, the response file is named C:\response.ini.

```
### Choose to Integrate Introscope Enterprise Manager: integrate or nointegrate
chooseintroscopeintegration=nointegrate

### Choose to Integrate Solution Manager Diagnostics (SMD) Agent: integrate or nointegrate
choosesmdintegration=nointegrate

### CMS cluster key
clusterkey=cluster1

### #property.ClusterKeyConfirm.description#
clusterkeyconfirm=cluster1

### CMS administrator password
cmspassword=password1

### #property.CMSPasswordConfirm.description#
cmspasswordconfirm=password1

### CMS connection port
cmsport=6400

### Installation directory
installdir=/opt/sap

### Choose install type: default, custom, webtier
installtype=default

### Introscope Enterprise Manager Hostname
introscope_ent_host=${IntroscopeAgentEnterpriseManagerHost}

### Introscope Enterprise Manager Port number
introscope_ent_port=${IntroscopeAgentEnterpriseManagerPort}

### LCM server name
lcmname=LCM_repository

### LCM password
lcmpassword=password1

### #property.LCMPasswordConfirm.description#
lcmpasswordconfirm=password1

### LCM port
lcmport=3690

### LCM user name
lcmusername=LCM

### Install New or use existing LCM: new or existing
neworexistinglcm=new

### Product keycode
productkey=XXXXX-XXXXXXXX-XXXXXXXX-XXXXXXXX-XX

### Registered Company
registeredcompany=Organization

### Registered User
registereduser=Full Name

### #property.SelectedLanguagePack.description#
selectedlanguagepacks=en

### Choose to Install integrated database: 0 or 1
selectintegrateddatabase=1

### Setup UI language
setupuilanguage=en

### SIA node name
sianame=mynode1

### SIA connector port
```

```

siaport=6410

### SMD Agent Hostname
smdagent_host=$SMDAgentHost

### SMD Agent Port Number
smdagent_port=$SMDAgentPort

### #propertyDeclaration.SQLEXPRESSAdminPassword.description#
sqlxpessadminpassword=password1!

### #propertyDeclaration.SQLEXPRESSBOEUserName.description#
sqlxpessboeusername=boeuser

### #propertyDeclaration.SQLEXPRESSBOEUserPassword.description#
sqlxpessboeuserpassword=password1!

### #propertyDeclaration.TomcatConnectionPort.description#
tomcatconnectionport=8080

### #propertyDeclaration.TomcatRedirectPort.description#
tomcatredirectport=8443

### #propertyDeclaration.TomcatShutdownPort.description#
tomcatshutdownport=8005

### Web application server type: tomcat, manual or wacs
webappservertype=tomcat

### Available features
### -----
### root
###   WebTier
###     JavaWebApps1
###     PlatformServers.WebAppContainerService
###     CMC.Monitoring
###     LCM
###     tomcat60
###     CMC.AccessLevels
###     CMC.Applications
###     CMC.Audit
###     CMC.Authentication
###     CMC.Calendars
###     CMC.Categories
###     CMC.CryptographicKey
###     CMC.Events
###     CMC.Folders
###     CMC.Inboxes
###     CMC.Licenses
###     CMC.PersonalCategories
###     CMC.PersonalFolders
###     CMC.Servers
###     CMC.Sessions
###     CMC.Settings
###     CMC.TemporaryStorage
###     CMC.UsersAndGroups
###     CMC.QueryResults
###     CMC.InstanceManager
###   PlatformServers
###     CMS
###     FRS
###     PlatformServers.IntegratedDB
###     PlatformServers.AdaptiveProcessingServer
###     PlatformServers.AdaptiveJobServer
###     ClientAuditingProxyProcessingService
###     LCMProcessingServices
###     MonitoringProcessingService
###     SecurityTokenService
###     AdvancedAnalysisServices
###       MultidimensionalAnalysisServices
###     PlatformServers.SystemLandscapeSupplier
###     DestinationSchedulingService
###     ProgramSchedulingService
###     Subversion
###   AdminTools
###     UpgradeManager
###   DataAccess
###     DataAccess.SAP

```

```
### DataAccess.Peoplesoft
### DataAccess.JDEdwards
### DataAccess.Siebel
### DataAccess.OracleEBS
features=JavaWebAppsl,CMC.Monitoring,LCM,tomcat60,CMC.AccessLevels,CMC.Applications,CMC.Audit,CMC.Authentication,CMC.Calendars,CMC.Categories,CMC.CryptographicKey,CMC.Events,CMC.Folders,CMC.Inboxes,CMC.Licenses,CMC.PersonalCategories,CMC.PersonalFolders,CMC.Servers,CMC.Sessions,CMC.Settings,CMC.TemporaryStorage,CMC.UsersAndGroups,CMC.QueryResults,CMC.InstanceManager,CMS,FRS,PlatformServers.IntegratedDB,PlatformServers.AdaptiveProcessingServer,PlatformServers.AdaptiveJobServer,ClientAuditingProxyProcessingService,LCMProcessingServices,MonitoringProcessingService,SecurityTokenService,MultidimensionalAnalysisServices,AdvancedAnalysisServices,PlatformServers.SystemLandscapeSupplier,DestinationSchedulingService,ProgramSchedulingService,Subversion,PlatformServers.UpgradeManager,AdminTools,DataAccess.SAP,DataAccess.Peoplesoft,DataAccess.JDEdwards,DataAccess.Siebel,DataAccess.OracleEBS,DataAccess
```

Post-Installation

This section describes the activities that should be performed after the installation program has finished, to test that the installation was successful.

5.1 Launching the CMC

Verify that the installation was successful by logging on to the Central Management Console (CMC). The CMC is used to administer servers, users and groups, rights, and security policies. For more information on using the CMC, see the *Information platform services Administrator Guide*.

Launch the CMC by going to: **Start > Programs > Information platform services 4.0 > Information platform services > Information platform services Central Management Console**.

If you have installed a dedicated web application server, you can enter the web application server's URL to access the CMC. Use the following URL:

```
http://<WEB_APP_SERVER>:<PORT>/BOE/CMC
```

Substitute `<WEB_APP_SERVER>` for the hostname of the web application server and `<PORT>` for the web application server's listening port. If you are using a custom web application server root context or `BOE.war` web application context, the URL will be different.

If you are using Internet Explorer, you may receive several "Internet Explorer Enhanced Security Configuration" warnings because the new server is not yet added to the list of trusted sites. Click **Add** to add the local web server to the list of trusted web sites. If your server is not using SSL encryption, deselect **Require server verification (https:) for all sites in this zone**.

Log on as the Administrator user by typing Administrator into the "User Name" field and entering the administrative password that you entered into the installation program.

5.2 Troubleshooting login issues

If you are unable to log on to the CMC, evaluate the following possible causes:

1. Is a firewall blocking the CMS port number (default 6400) or the web application server port?

Check the Windows Firewall settings by going to: **Start > Settings > Control Panel > Windows Firewall**.

2. Is the URL correct??

The default URL to access the CMC is:

```
http://<WEB_APP_SERVER>:<PORT>/BOE/CMC
```

Substitute `<WEB_APP_SERVER>` for the hostname of the web application server and `<PORT>` for the web application server's listening port. If you are using a custom web application server root context or `BOE.war` web application context, the URL will be different.

3. Is the correct method specified in the **Authentication** field?

The default authentication type is "Enterprise", referring to native BusinessObjects Enterprise authentication system.

If you are using an LDAP or Windows AD single sign-on authentication system, select the system instead.

4. Did you provide the correct user credentials in the **User Name** and **Password** fields on the CMC login screen?

The name of the administrative account is Administrator. The password configured when Information platform services was installed.

5. Is the Server Intelligence Agent (SIA) is running.

Go to **Start > Information platform services 4.0 > Information platform services > Central Configuration Manager**.

If the SIA is not running, start it.

6. Ensure that the database server(s) used for the CMS system and Auditing Data Store databases are running, and that the network connection from the CMS to the database is working.

7. If you are attempting to connect to a CMS cluster using the `@<clustername>` format, and this is your first attempt to connect to the cluster, the CMC will not know which CMS servers belong to the cluster.

In this case, you need to specify a list of CMS servers in the `web.xml`, found in the `WEB-INF` folder of the CMC web application WAR file. Follow the instructions in the `cms.clusters` section of `web.xml` for more details. It is also possible to specify CMS cluster information for the BI launch pad by modifying its corresponding `web.xml` file.

If none of these solutions work, consider repairing or reinstalling the software or contacting SAP BusinessObjects support at service.sap.com/bosap-support.

5.3 Creating additional Adaptive Processing Servers

The installation program installs one Adaptive Processing Server (APS) per host system. Depending on the features that you've installed, this APS may host a large number of services, such as the

Monitoring Service, Lifecycle Management Service, Multi-Dimensional Analysis Service (MDAS), and others.

If you are installing a production environment, do not use the default APS. Instead, it is highly recommended that once the installation process is complete, you perform a system sizing to determine:

- The type and number of APS services.
- The distribution of services across multiple APS servers.
- The optimal number of APS servers. Multiple APS servers provide redundancy, better performance, and higher reliability.
- The distribution of APS servers across multiple nodes.

Create new APS server instances as determined by the sizing process.

For example, if the outcome of your sizing happens to suggest the creation of one APS for each service category, then may end up creating eight APS servers. One for each service category: Core Services, and Lifecycle Management Services.

5.4 SAP support

5.4.1 To configure System Landscape Directory (SLD) Data Supplier (DS) post installation

If you decided not to enable support for SAP System Landscape Directory (SLD) when installing Information platform services, you can enable it at any time later by installing SAP Host Agent. For more information, see [To enable SAP System Landscape Directory \(SLD\) support](#).

Once SAP Host Agent is installed, open the Central Configuration Manager (CCM), restart the SIA nodes. SLD registration will automatically occur whenever a SIA is restarted or created.

To enable SLD support for web applications deployed to a web application server, see “SAP System Landscape Directory (SLD) registration” in the *SAP BusinessObjects Enterprise Web Application Deployment Guide*.

5.4.2 To configure SMD Agent post installation

If you did not configure SAP Solution Manager Diagnostics (SMD) during the installation process, you can still give the SMD Agent hostname and port number in the Central Management Console (CMC).

Note:

SMD Agent must be installed before configuring the SMD Agent hostname and port number in Information platform services.

1. Open the Central Management Console.
2. Select the **Servers** tab.
3. Expand the SIA **Nodes** folder in server list, and right-click the SIA to be updated.
4. Select "Placeholders" from the context menu.
5. Ensure that the placeholders related to Introscope are set correctly:
 - a. Update the `%SMDAgentHost%` placeholder with the SMD Agent hostname.
 - b. Update the `%SMDAgentPort%` placeholder with the SMD Agent port number.
6. Save and close the "Placeholders" screen.
7. Restart the SIA.
8. When more than one SIA is present, repeat steps 3-7 for each SIA in the **Nodes** folder.

5.4.3 To configure CA Wily Introscope Agent post installation

If you did not configure CA Wily Introscope during the installation process, you can configure it later in the Central Management Console (CMC).

Note:

The Introscope Agent must be installed and running before configuring it in the CMC.

1. Open the Central Management Console.
2. Select the **Servers** tab.
3. Expand the SIA **Nodes** folder in server list, and right-click the SIA to be updated.
4. Select "Placeholders" from the context menu.
5. Ensure that the placeholders related to Introscope are set correctly:
 - a. Change the `%IntroscopeAgentEnableInstrumentation%` placeholder from `false` to `true`.
 - b. Update the `%IntroscopeAgentManagerHost%` placeholder with the Introscope Agent hostname.
 - c. Update the `%IntroscopeAgentEnterpriseManagerPort%` placeholder with the Introscope Agent port number.
 - d. Review `%IntroscopeAgentEnterpriseManagerTransport%` to ensure that the correct network transport is selected (for example, TCP).
6. Save and close the "Placeholders" screen.
7. Restart the SIA.
8. When more than one SIA is present, repeat steps 3-7 for each SIA in the **Nodes** folder.

5.5 Third-party ERP integration

5.5.1 To enable Siebel Enterprise integration

To enable Siebel Enterprise integration, the Siebel Java Data Bean JAR files must be copied to the Information platform services Java lib folder.

1. Locate the `classes` folder that was created when you installed Siebel Tools.

The Java data bean files are typically located in the `<SIEBEL_HOME>\classes` folder. For example, the Siebel `classes` folder may be `C:\Program Files (x86)\Siebel\7.8\classes`.

2. Copy the `SiebelJI.jar` and `SiebelJI_enu.jar` Java data bean files to the Information platform services Java lib directory.

For example, copy `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI.jar` and `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI_enu.jar` to `<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\java\lib\siebel`.

3. Copy the `SiebelJI.jar` and `SiebelJI_enu.jar` Java data bean files to the lib directory of your web application server.

For example copy `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI.jar` and `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI_enu.jar` to `<IPS_INSTALL_DIR>\Tomcat6\lib\`.

4. Restart your Central Management Server and web application server.

For more information, see “Configuring for Siebel integration” in the *Information platform services Administrator Guide*.

5.5.2 To enable JD Edwards EnterpriseOne integration

To enable JD Edwards EnterpriseOne integration, the JD Edwards Java Data Bean JAR files must be copied to the Information platform services Java lib folder.

1. Locate the `classes` folder that was created when you installed JD Edwards EnterpriseOne.

The Java data bean files are typically located in the `<JDE_HOME>\system\classes` folder.

2. Locate the following Java data bean files:

- `kernel.jar`

- jdeutil.jar
- log4j.jar
- pseoneqryxml.jar
- pseonexml.jar

3. Copy the .jar files above into the Information platform services JD Edwards lib folder:

```
<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI  
4.0\java\lib\jdedwards\default\jdedwards.
```

4. Also copy the .jar into the web application server Java lib folder. For example, if you're using the web application server bundled with Information platform services, the default web application server lib directory is:

```
<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\tomcat6\lib.
```

5. Restart the Central Management Server and Web Application Server.

For more information, see “Configuring for JD Edwards EnterpriseOne integration” in the *Information platform services Administrator Guide*.

5.5.3 To enable Oracle E-Business Suite (EBS) integration

To enable Information platform services integration with Oracle EBS, including Oracle EBS authentication and import roles, follow the steps below.

1. Install and configure the 64-bit Oracle client on Information platform services hosts.

When installing the 64-bit Oracle client, ensure that the following components are installed:

- Oracle JDBC driver
- JDBC-OCI bridge

2. Verify that the Oracle client can connect by logging on to the Oracle EBS database on the client.

3. Copy the following Oracle client binaries to the Information platform services Oracle library.

Copy:

- <ORA_HOME>\bin\ocijdbc11.dll

To: <IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\win64_x64.

4. Copy the following file to the web application server lib directory.

Copy:

- <ORA_HOME>\jdbc\lib\ojdbc5.jar

Copy the file to the web application server lib directory. For example, if you're using the web application server bundled with Information platform services, the default web application server lib directory is:

```
<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\tomcat6\lib.
```

5. Restart the CMS.

6. Stop the web application server.
7. Clean up the web application work folder.

For example, on the Tomcat 6.0 web application server supplied with Information platform services, remove all the files in the Tomcat work folder (<IPS_INSTALL_DIR>\Tomcat6\work\Catalina\localhost\BOE).

8. Restart the web application server.

After installing integration for Oracle E-Business Suite, ensure that the Oracle EBS security context is enforced. To do this, manually create the `bobj_pkg` package in any new Oracle EBS database before using the integration solution for the first time. To generate the package, log on to the Oracle EBS database and use the PL\SQL code given in the following file:

```
<IPS_INSTALL_DIR>\Samples\ebs\bobj_pkg.txt
```

5.6 Post-install diagnostic checks

You can run the Monitoring Tool at any time to run a diagnostics check and look for problems.

To access the Monitoring Tool in order to run diagnostic tests, log on to the Central Management Console (CMC), select the "Monitoring" screen, and click the **Probes** tab.

5.7 Making changes to Information platform services

5.7.1 To modify Information platform services

These instructions describe the process to modify your Information platform services installation by adding or removing installed components through the Windows Control Panel.

It is recommended that you back up the CMS system database before modifying Information platform services.

1. Run the Central Configuration Manager (CCM) by selecting **Start > Programs > Information platform services 4.0 > Information platform services > Central Configuration Manager**.
The CCM screen appears.
2. Select all listed servers and click the **Stop** button.
3. When all of the servers are stopped, close the CCM console.

4. If you're using a newer Windows operating system, such as Windows Server 2008, go to: **Start > Control Panel > Programs and Features**. If you're using an older Windows operating system, such as Windows Server 2003, go to: **Start > Control Panel > Add or Remove Programs**.
5. Select "Information platform services 4.0" and click the **Change** button.
The "Application Maintenance" screen appears.
6. Select any features you want to install; unselect any features you want to remove.

Features are grouped under the following headings:

- "Web Tier"

The web tier hosts web applications and serves content to users over the web. Use the **Web Tier** installation option to install Java web applications onto a dedicated Java web application server.

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications

- Platform Services

Platform Services features include the Business Intelligence platform servers (such as processing and scheduling servers), major system components (such as the CMS, file servers, bundled database, and a version control system), and servers that integrate Information platform services into your organization's existing network infrastructure (such as PeopleSoft, Siebel, and SAP BW). Install servers if you plan to use the installed system for Information platform services BI processing, such as a stand-alone Central Management Server (CMS) or as part of a CMS cluster.

- Administrator Tools

The Administrator Tools features help administrators maintain an installation.

- Data Access

Includes single sign-on logon support to access third-party Enterprise Resource Planning (ERP) systems. If your organization does not use a particular system, you can deselect the option to install it.

7. Select **Next** to apply your changes.

The setup program applies your changes and returns to the Control Panel applet.

The installation has been updated.

5.7.2 To repair Information platform services

These instructions describe the process to repair an Information platform services installation from the Microsoft Windows Add or Remove Control Panel applet. This process restores the files and setting originally configured by the setup program.

It is recommended that you back up the CMS system database before repairing Information platform services.

1. Run the Central Configuration Manager (CCM) by selecting **Start > Programs > Information platform services 4.0 > Information platform services > Central Configuration Manager**.
The CCM screen appears.
2. Select all listed servers and click the **Stop** button.
3. When all of the servers are stopped, close the CCM console.
4. If you're using a newer Windows operating system, such as Windows Server 2008, go to: **Start > Control Panel > Programs and Features**. If you're using an older Windows operating system, such as Windows Server 2003, go to: **Start > Control Panel > Add or Remove Programs**.
5. Select "Information platform services 4.0 "and click the **Change** button.
The "Application Maintenance" screen appears.
6. Select **Repair**.
The "Application Maintenance" screen disappears and the software is restored to its original configuration. This may take a long time. When complete, the Control Panel appears.

The installation has been repaired, restoring your system to its original configuration.

5.7.3 To remove Information platform services

These instructions describe the process to permanently uninstall Information platform services from a system.

It is recommended that you back up the CMS system database before removing Information platform services.

Note:

Add-on products that with dependencies on other products should be removed before the product on which they depend. For example, for servers with Information platform services Explorer installed, Information platform services Explorer should be removed first, as it will not function without Information platform services.

The following items will remain:

- The repository database, as it may be shared with other programs
- The file repository folder, as it may contain user data
- Web applications deployed to a web application server will not be undeployed. Use the WDeploy command or the web application server administrative console to undeploy web applications.
- Web application files customized to an individual web application server.
- Configuration files

Note:

These items can be removed manually by an administrator if required.

1. Run the Central Configuration Manager (CCM) by selecting **Start > Programs > Information platform services 4.0 > Information platform services > Central Configuration Manager**.
2. Change the status of all servers to stopped.
3. When all of the servers are stopped, close the CCM.
4. If you're using a newer Windows operating system, such as Windows Server 2008, go to: **Start > Control Panel > Programs and Features**. If you're using an older Windows operating system, such as Windows Server 2003, go to: **Start > Control Panel > Add or Remove Programs**.
5. Select "Information platform services 4.0".
6. On newer Windows operating systems, select **Uninstall**. On older Windows operating systems, select **Remove**.
7. Click through to confirm the removal.
8. Select **Finish** to close the "System Setup" screen.

The software has been removed from the system.

More Information

Information Resource	Location
SAP product information	http://www.sap.com
SAP Help Portal	<p> http://help.sap.com/businessobjects Access the most up-to-date English documentation covering all SAP BusinessObjects products at the SAP Help Portal: http://help.sap.com/bobi (Business Intelligence) http://help.sap.com/boepm (Enterprise Performance Management) http://help.sap.com/boeim (Enterprise Information Management) </p> <p> Certain guides linked to from the SAP Help Portal are stored on the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative. </p> <p> To find a comprehensive list of product documentation in all supported languages, visit: http://help.sap.com/boall. </p>

Information Resource	Location
SAP Support Portal	<p>http://service.sap.com/bosap-support</p> <p>The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p> <p>[Sean McGregor - Feb 2012] [Updating this More Information page to align with new help portal goals. Product pages on help.sap.com now contain links to release notes, install guides, PAM, and other support portal materials so I've removed all this content below and merged the "Online customer support" row that previously existed at the bottom into this row which had the same URL above.]</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>
Developer resources	<p>http://www.sdn.sap.com/irj/sdn/bi-sdk-dev</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>
SAP BusinessObjects articles on the SAP Community Network	<p>http://www.sdn.sap.com/irj/boc/articles</p> <p>These articles were formerly known as technical papers.</p>
Notes	<p>https://service.sap.com/notes</p> <p>These notes were formerly known as Knowledge Base articles.</p>
Forums on the SAP Community Network	<p>https://www.sdn.sap.com/irj/scn/forums</p>
Training	<p>http://www.sap.com/services/education</p> <p>From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.</p>

Information Resource	Location
Consulting	http://www.sap.com/services/bysubject/businessobjectsconsulting Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.

Index

A

- account permissions 12
- Auditing Data Store
 - preparing for 13

C

- CA Wily Introscope 18
 - post-install configuration 52
- check-list
 - installation 19
- CMC
 - launching 49
 - troubleshooting 49
- CMS system database
 - preparing for 13
- command-line
 - installation 35
 - installation program parameters 36

D

- database
 - choosing 9
- DB2
 - extra requirements 15
- diagnostic tests 55

E

- Enterprise Resource Planning (ERP) 55

I

- installation
 - account permissions 12
 - check-list 19
 - command-line 35, 36
 - custom 27, 28
 - expand 27
 - feature codes 43
 - full 24

- installation (*continued*)
 - installation program 21
 - JD Edwards integration 53
 - methods 21
 - Oracle EBS integration 54
 - parameters 38
 - planning 7
 - post-install 49
 - preparation for 11
 - requirements 12
 - response file 35, 37
 - response file example 44
 - Siebel integration 53
 - silent 38
 - software removal 57
 - type 22
 - web tier 33
- installation program
 - to run 21
- Introscope 18

J

- JD Edwards integration 53

M

- Monitoring Tool 55

N

- network
 - permissions 13

O

- Oracle EBS integration 54

P

- permissions
 - for installation account 12
 - network 13

- planning installation 7
- post-installation 49
 - diagnostic tests 55
 - modification 55
 - repair 57

R

- reboot suppression 35
- remove software 57
- repair 57
- requirements, for installation 12
- response file 37
 - example 44
 - feature codes 43
 - parameters 38

S

- SAP Host Agent 11, 16
 - installing 17
- Siebel integration 53
- SMD Agent 18
 - post-install configuration 51
- Solution Manager Diagnostics (SMD) 18
- Sybase
 - extra requirements 16
- System Landscape Directory 17
- System Landscape Directory (SLD) 16
- System Landscape Directory (SLD) Data Supplier (DS) 51

U

- uninstallation 57

W

- web application server, choosing 7
- web server, choosing 8
- Wily Introscope 18

